



Welsh Language Standards
Annual Report 2022

Powys County Council

Prepared in accordance with the requirements
of the Welsh Language Commissioner

Mae'r ddogfen hon hefyd ar gael yn Gymraeg
This document is also available in Welsh

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1. Introduction

We aim to create more Welsh speakers in Powys and make it easier for people to use Welsh in their daily lives and whenever they contact us. By embracing the Welsh Language Standards, we will offer excellent customer services in Welsh and contribute to the national aim of creating a million Welsh speakers by 2050.

This Annual Report is published to comply with Standards 158, 164 and 170, which state we must produce an annual report dealing with our compliance with the Standards in our Compliance Notice from the Welsh Language Commissioner.

This Report focuses on the period between 1 April 2021 and 31 March 2022. We faced major challenges due to Covid-19 with many services focusing on essential and business critical activities. Although this affected how we delivered services, we made progress in promoting the Welsh language and embedding it into our working practices. However, there is more we need to do to promote the use of Welsh within our own services and in communities throughout Powys.

Councillor XXXXX

Portfolio Holder for the Welsh Language

2. Compliance with the Welsh Language Standards

a. Activities against the 2021-2022 Work Plan

In the 2020-2021 Annual Report we produced a work plan outlining the activities we would do throughout the year. Below we list the progress we have made

Action	Conduct quarterly meetings of the new Welsh Language Governance Group, to provide oversight of Welsh language work, consider the Council's strategies and plans from a Welsh language perspective, and recommend ways of protecting, promoting, and increasing the use of the Welsh language.
Relevant Sections of the Welsh Language Standards	Policy Making Service Delivery Operational Promotion
Activity	<p>The first meeting of the Group was delayed due to the departure of the previous Welsh Language Officer in September 2021. We saw little benefit in appointing members to the Group and holding meetings in late 2021 and early 2022 as the period of the current administration was drawing to an end. The Group would not have had sufficient time to deliver meaningful change before the pre-election period began in March 2022.</p> <p>The first meeting of the Group will be held by July 2022 following the Annual General Meeting of the new Cabinet in May this year. The group will then begin its work to promote the Welsh language and oversee Welsh language provision within the Council.</p> <p>The panel will meet quarterly and we will arrange meetings to coincide with the Democratic Services Committee schedule.</p> <p>Membership of the group will include a Chair / Member of the Democratic Services Committee, the Portfolio Holder for the Welsh Language, and one member from each political group represented on the Council. This will ensure cross-party input and support for the discussions, with relevant officers also attending to support the work of the Panel.</p> <p>We will select members of the group following the Annual General Meeting of Cabinet on 26 May 2022.</p>
Action	Review the work and structure of the Powys Welsh Language Support, Challenge and Promotion group, to ensure it has appropriate influence, and that partners benefit from its work.

Relevant Sections of the Welsh Language Standards	Service Delivery Promotion
Activity	We postponed the review session we had organized for June 2021 and rescheduled it for 1 October 2021. Due to the departure of the previous Welsh Language Officer and Covid-19 restrictions, we did not carry out the review. A new Language Officer was appointed on 1 February 2022 and we organized another review. Alun Jones, an independent facilitator from Menter a Busnes, will be holding a virtual workshop on 28 June 2022. We sent an invitation to all members of the group and look forward to discussing its purpose and goals afresh. This will ensure a new impetus so the group can support and promote the Welsh language in a way that makes a practical difference.

Action	Conduct a further round of checks on the ability of third party Contractors to provide the Active Offer of a Welsh language service.
Relevant Sections of the Welsh Language Standards	Service Delivery
Activity	<p>This work was originally scheduled for August 2021 but delayed following the departure of the Welsh Language Officer in September 2021. No officer was in post for several months after that.</p> <p>Following the appointment of a new Welsh Language Officer in February 2022, we conducted a mystery shopper exercise involving five third party care providers. We looked at the Welsh language service they offer over the phone and Internet. To do this, we used the Welsh Language Standards for service delivery, namely Standards 8, 9, and 11. We used the following as a check list:</p> <ul style="list-style-type: none"> • Did the provider greet the caller in Welsh? • Did the provider inform the caller a Welsh language service was available? • Did the provider deal with the call in Welsh if that was the caller's wish until such point as: <ul style="list-style-type: none"> (a) it was necessary to transfer the call to a member of staff who did not speak Welsh who could provide a service on a specific matter; and (b) no Welsh speaking member of staff was available to provide a service on that specific subject matter. <p>We also used the following points from the Powys Customer Services Charter:</p> <ul style="list-style-type: none"> • Was the call answered within two minutes? • Was the service accessible and easy to use? • Did the person answering the call treat the caller with respect, courtesy and dignity?

	<p>We identified specific areas for improvement and issues in carrying out this exercise.</p> <p>We also found inconsistencies in the Welsh language content of the providers' public websites. There were several instances where Welsh was treated less favourably than English.</p> <p>We found the following:</p> <ul style="list-style-type: none"> • Incorrect translations, e.g., using the wrong forms of 'Yes' and 'No' in Welsh for answers to questions in a survey • A question available on an English web page was not available on the corresponding Welsh page • Specific sections of websites had not been translated into Welsh • Links on the Welsh pages directed users to English only content <p>We will raise our concerns with the relevant providers and review the contracts we have with them. We will remind those providing services on our behalf they must adhere to the relevant Welsh Language Standards.</p> <p>We will provide the necessary guidance and support to bring about improvements and ensure Powys residents can use Welsh easily when contacting our third party providers. Putting ourselves "in the place of service users and understanding their experiences of trying to use Welsh,"¹ was a valuable exercise for us.</p> <p>We will carry out further mystery shopper exercises throughout the year to ensure providers strengthen their services so they can provide the Active Offer. More details are available in our 2022-2023 work plan.</p>
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Action	To conduct a quarterly Mystery Shopper exercise within Social Care services to evaluate how they comply with the requirements of the Welsh Language Standards and More than Just Words.
Relevant Sections of the Welsh Language Standards	Service Delivery Operational
Activity	<p>Due to the impact of Covid-19 our Social Services department was under Business Continuity measures in 2021 and continued to be as of March 2022. We did not feel this was an appropriate time do the exercise as the service was dealing with pressures from the pandemic.</p> <p>This will be in our work plan for 2022-2023.</p>

¹ *Overseeing Compliance: Welsh Language Commissioner Good Practice Guide*, September 2020, p. 3

Action	Update information about the Welsh language and requirements of the Welsh Language (Wales) Measure 2011 on the Council's public website.
Relevant Sections of the Welsh Language Standards	Policy Making Service Delivery Operational Promotion
Activity	<p>In summer 2021 we produced and published new pages on our website about the Welsh language, the Welsh Language Standards, and our Welsh Language Promotion Strategy. The latest information is available under the following sections:</p> <ul style="list-style-type: none"> • The Welsh Language Standards • Our Five-Year Strategy to Promote the Welsh Language • Destination Bilingual – information for parents about choosing Welsh-medium education for their children • Opportunities to Learn Welsh as a second language • Mentrau Iaith – initiatives who organise activities to promote the Welsh language in Powys (Menter Maldwyn who cover Montgomeryshire, and Menter Brycheiniog a Maesyfed who cover Radnorshire and Brecknockshire) <p>You can view these web pages here.</p>

Action	Introduce the digital translation request and logging system (known as Task List) to the whole authority. Ensure a user-friendly process to request translation work, and enable the capture of translation data, allowing the translation team to focus on translation work.
Relevant Sections of the Welsh Language Standards	Service Delivery Operational
Activity	<p>The system is now in place and available to the whole authority. The Graphics Department have experienced difficulties attaching larger files which include videos, PowerPoint and artwork. We are working with our Business Intelligence Team to resolve these issues and strengthen the system so it can receive larger files. We plan to complete these improvements by summer 2022.</p> <p>Our aim that all Council departments will ultimately send translation requests via the digital system. This requires a change in working practices as most departments still send translation work via e-mail. With requests for urgent translation, staff feel it will get returned quicker if they e-mail it, send via Teams or phone the Translation Unit rather than fill out a form.</p>

	<p>We understand this and will be launching an internal promotional campaign in summer 2022 to change behaviour and assure staff the digital system will deal with urgent requests as quickly as sending an email.</p> <p>To achieve this, we will add a button for urgent translations to the top of the application form. Submitting an urgent request will trigger an immediate message to the Translation Unit's e-mail to inform the team a priority request has been sent to Task List.</p> <p>We will trial and test this thoroughly during summer 2022 before it goes live. We will also provide training to new members of the translation team in using the digital system.</p> <p>We will change the appearance of the Task List page so urgent tasks appear prominently and are pinned to the top of the list, so tasks of lesser importance do not appear above them.</p> <p>As we move from e-mail to the Task List system, we will still need to monitor the Translation inbox for requests. We will design the programme so any urgent messages sent via e-mail activate a notification in Task List so our translators can deal with it appropriately.</p> <p>The application form for translation work is readily available to staff via the Communications Toolkit on our intranet. However, we need to make it even easier and quicker to access and bring it to the front of the intranet homepage. We will discuss this with our Intranet Governance Group who manage the design and programming of the staff intranet.</p>
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Action	Increase the percentage of staff able to provide a service in Welsh, to facilitate providing the Active Offer, to 11.5% by the end of 2021/22.
Relevant Sections of the Welsh Language Standards	Operational Service Delivery
Activity	There was a slight increase in the percentage of staff able to speak Welsh at all levels. There was an increase of 3.9% in the number of staff with Level 1 competency compared to 2020-2021, and a 2% increase at Level 2. There were smaller increases at levels 3, 4 and 5. See Section 4 for a comparison of the data for this year and last year at all levels. We know working from home affects the spoken skills of intermediate and advanced learners as they do not have the same opportunities to use and practise their Welsh as they did when working in the office.

Action	Ensure 60+ staff a year undertake Welsh language courses, to develop their Welsh skills for the workplace.
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Relevant Sections of the Welsh Language Standards	Service Delivery Operational
Activity	<p>53 members of staff did Welsh courses between 1 April 2021 and 31 March 2022, slightly below our target of 60. Due to the additional pressures of Covid-19, fewer staff have chosen to take Welsh courses than usual. We conducted an internal marketing campaign in February 2022 to promote virtual and face-to-face courses at Intermediate and Advanced level at Nant Gwrtheyrn, the National Welsh Language and Heritage Centre. We had many expressions of interest but the number of staff registering for courses was lower than expected. The added pressures of Covid-19 may account for this.</p> <p>In response we will review and strengthen our internal marketing to promote courses starting in September 2022. We will also follow up with learners who have previously done courses and expressed an interest but have not actually registered on a course.</p> <p>We are reviewing how we record learner data so we record those who have completed a course rather than register for it. This gives a more reliable picture of how the Welsh language skills of our staff are progressing. For example, fifty staff can enrol on a course but only twenty complete it. Recording that figure of 20 will provide better quality data. We will use Aberystwyth University's definition of course completion, which states a learner must have done 85% of a course.</p>

Action	Provide quarterly training for staff on assessing the impact of policies and decisions on the Welsh language, using the new digitised Corporate Impact Assessment Process.
Relevant Sections of the Welsh Language Standards	Policy Making
Activity	<p>We established a programme of quarterly training sessions for staff on our digital Impact Assessment process and held sessions on the following dates:</p> <p>15 June 2021 – five members of staff attended 14 September 2021 – six members attended 14 December 2021 – three members attended</p> <p>The session we arranged for February 2022 was postponed.</p> <p>We will be holding more training sessions in 2022 on the following dates: 14 June, 27 September and 13 December.</p>

Action	Provide a session for Elected Members on the Impact Assessment process as part of the Member Development Programme.
Relevant Sections of the Welsh Language Standards	Policy Making
Activity	<p>We did not provide training on Impact Assessments to elected members during the 2021-2022 financial year. We will be offering training to the new Cabinet and Administration after the May 2022 local elections.</p> <p>We will offer training to the remaining Elected Members in conjunction with the Head of Finance. This will form part of information sessions for Members on the budget as Impact Assessments are part of this process.</p>

Action	Conduct an internal Active Offer refresher campaign through corporate communication channels to remind staff of the requirements of the Welsh Language Standards.
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational
Activity	<p>We felt it was not appropriate to conduct this exercise as Social Services and Care Services were under business continuity measures due to Covid-19, and continued to be so during March 2022. It would not have been timely for us to do this whilst services were focussing on business critical activities.</p> <p>We will conduct this exercise during 2022-2023.</p>

Action	Review Welsh Language Promotion Activities across the Council against the Welsh Language Promotion Strategy and Welsh Government's Strategy to increase the number of Welsh speakers by 2050.
Relevant Sections of the Welsh Language Standards	Promotion
Activity	As there was no Welsh Language Officer in post between November 2021 and January 2022, we did not have the opportunity to complete this but will start working on it in summer 2022.

Action	Continue discussions with the Urdd to facilitate the Urdd National Eisteddfod's visit to Powys in 2024.
Relevant Sections of the Welsh Language Standards	Promotion

Activity	<p>The Urdd Eisteddfod is coming to Machynlleth in 2024 and we have committed to a financial contribution of £150,000 to support this.</p> <p>Discussions are continuing to locate the Maes in the town on land extending from Bro Ddyfi Leisure Centre and the Plas, towards Tre Owain Enterprise Park.</p>
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Action	Promote the benefits of Welsh-medium education and Welsh-medium provision within Powys.
Relevant Sections of the Welsh Language Standards	Promotion
Activity	<p>We published updated and engaging information on this as part of our Destination Bilingual campaign.</p> <p>The Promoting Welsh Education Group has carried out regular work including:</p> <ul style="list-style-type: none"> • A new website • Social media material • Videos • A Welsh-medium education promotion leaflet • A homework support sheet

b. Service Delivery Standards

Below is an outline of further work we carried out during the 2021-2022 financial year to comply with Service Delivery Standards.

Welsh Language Commissioner's Recommendations

We are in regular contact with the Commissioner and in February provided written evidence of our compliance with the Standards. On 4 March 2022 we held a meeting with our Liaison Officer from the Commissioner's office for them to gather evidence and discuss the findings of their review of our compliance between autumn 2021 and winter 2022.

The Commissioner discussed areas for improvement and sent a letter recommending actions to ensure full compliance with specific Standards. We accept the Commissioner's recommendations and will work to strengthen our processes.

Below we list what the Commissioner said and what we did about it – or what we will do in 2022-2023.

1. The Commissioner made three phone calls in Welsh to our main public switchboard. For the first call, we did not answer within two minutes, the standard in our Customer Charter, and we did not greet the caller in Welsh. In the second call, the Commissioner was kept on hold well beyond the standards in our Customer Charter. We were fully compliant in answering the third call.

Our response

We will review and strengthen our processes for dealing with phone calls in Welsh to ensure full compliance with Standards 8-22. The Welsh Language Officer has written a request to the Council's Executive Management Team to conduct a full review so we can change and improve our systems to offer first-class Welsh language services.

2. The Commissioner did not receive a reply to one out of three pieces of correspondence. The Commissioner found we were not fully compliant with Standard 7. This meant we stated we welcome correspondence in Welsh, but did not say we would reply in Welsh, without delay.

Our response

We have amended our email signature and corporate letterhead, so they fully comply with Standard 7. They both now read as follows:

[Croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ateb yn Gymraeg, heb oedi.](#)
[You are welcome to contact us in Welsh. We will respond in Welsh, without delay.](#)

We carried out an internal communications campaign in March 2022 to inform all staff of this change and encourage them to update their email signatures. We added the revised e-mail signature to our Communications Toolkit on the intranet which staff can download easily.

3. We did not clearly state on English language versions of documents that they were available in Welsh. This was the case for three out of three documents the Commissioner saw.

Our response

We will review the documents available for public use on our website to ensure compliance. We will remind heads of service of the requirements of the Standards and carry out spot checks. We will strengthen our processes so a document cannot be published on our public website unless the following are in place:

- The document has been translated into Welsh by our internal Translation Unit
- The front cover of the English version of the document clearly states the document is also available in Welsh

4. The Commissioner found a few minor errors on the Welsh pages of our public website.

Our response

We are in discussions with our partner Menter Brycheiniog to see if they can review our website pages and inform us of any mistakes in the Welsh content.

5. The Commissioner noted we had not produced a Grants Awarding Policy in accordance with Standard 94.

Our response

We have now produced and published a Grants Awarding Policy and it is available on our website to view [here](#). We are grateful to Rhondda Cynon Taf County Borough Council for their ideas and suggestions and for sharing their document with us as an example of good practice.

6. The Commissioner asked us to provide evidence that research we have undertaken or commissioned when making a policy decision considered impacts on the Welsh language.

Our response

We provided evidence to the Commissioner in April 2022.

7. It was noted we were not fully compliant with the Standards when assessing the linguistic requirements of vacant and new posts, or when advertising posts.

Our response

The Council's Human Resources department is conducting a full review of its recruitment policies with the help of the Welsh Language Officer. The department is still under Covid-19 business continuity measures and we will complete the review by the end of autumn 2022.

The Commissioner stated our job application forms did not provide a space for individuals to indicate they wished to use Welsh at an interview or other method of assessment, in accordance with Standard 139.

Our response

Our application forms include this on the English and Welsh application pages. When an applicant starts their application by clicking on the Personal Details button ('Manylion Personol' in Welsh) a preferred language option appears at the top of the screen. Candidates can then choose if they want their interview to be conducted in English or Welsh.

We will amend the form to include a sentence stating we will provide a translation service from Welsh to English if the candidate wishes to use Welsh at the interview or assessment.

8. The Commissioner noted we had not published a document detailing how we will oversee our compliance with the Welsh Language Standards.

Our response

We will publish an interim Oversight Document by the end of May 2022 and a more detailed document by autumn 2022 following the Commissioner's Good Practice Guidance.

9. The Commissioner noted we had not published an Intention to Comply Document detailing how we propose to comply with the Welsh Language Standards.

Our response

We published an Intention to Comply Document on our website in April 2022 and it is available [here](#).

Mystery Shopper Exercise – Powys County Council Services

Following the Commissioner's review of our telephone answering service, we decided to carry out a more detailed mystery shopper exercise looking at various internal services over a four-week period during March 2022. Although there was much to praise in the service, we found inconsistencies in the way calls were answered and dealt with in Welsh.

We made 17 calls to different centres across the county. 15 calls were answered by Powys staff, and two calls answered by an automatic service.

Our main findings:

1. 11 out of 17 calls received a Welsh greeting.
2. We were notified a Welsh language service was available in only one out of 17 calls made.
3. Our corporate bilingual greeting does not create a sense of customer engagement.
4. Of the 15 calls answered, 3 calls were dealt with entirely in Welsh. With four other calls, the member of staff was able to speak some Welsh, but not enough to discuss the enquiry.
5. When the caller spoke Welsh after being greeted, non-Welsh speaking staff did not know phrases to say they did not speak Welsh, or were learning Welsh, and could arrange for a Welsh speaking member of staff to call back. This can cause a feeling of embarrassment for both the caller and staff answering the call.
6. On two occasions when we were greeted in English only, and began speaking Welsh, the member of staff could speak Welsh and dealt with the enquiry effectively. Had we not began speaking in Welsh, the conversation would have been in English unnecessarily. We need to be more proactive in offering a Welsh greeting to avoid a situation where two Welsh speakers are speaking English to one another.
7. 2 out of 17 calls were answered by an answering service. The caller was informed they could leave a message in Welsh in one of these calls.

We will escalate our findings to the appropriate services and remind them of the requirements of the Standards. We will offer training and support to staff where necessary and strengthen our procedures for answering and handling calls in Welsh.

In addition, we made 11 calls to other individual departments. Four calls went through to an answering service. With the remaining seven calls only one member of staff gave a Welsh greeting when answering the call. We accept it is more difficult for non-Welsh speaking staff to deal with calls in Welsh and transfer them to Welsh speaking colleagues via Teams when working from home.

We have discussed the issue with Carmarthenshire County Council and learnt from their best practice. Their Information Technology team has arranged for calls to individual officers to be redirected to their Contact Centre, where Welsh speaking receptionists direct calls in Welsh to Welsh-speaking staff. We are considering implementing a similar procedure as part of the review of our telephone answering service.

Translation and Provision of Bilingual Information

Powys County Council has an internal translation unit that supports the Council's services and enables them to provide information bilingually. The unit also provides a simultaneous translation service at meetings. This enables people to contribute to meetings in the language of their choice and ensures all participants in the meeting can follow the discussion fully.

The Council's Translation Unit received 7177 requests for a written translation service during the year, representing 3.29 million words, and an increase in the number of words translated compared to the previous year. This shows the Council continues to increase the information available bilingually to residents and visitors to the county. A digital process of applying and

recording translation work (as outlined against the Work Plan above) has also been developed to facilitate the organisation of the work and support new working arrangements.

During the year, 91.6% of translation applications were completed within the targets for returning work. This ranges from one working day for urgent requests such as urgent press releases, urgent information for the website and intranet, material for social media, correspondence, advertisements and committee agendas; 5 working days for less urgent requests such as general letters, posters, job descriptions and documents of less than 100 words, or an agreed target for longer documents and strategy papers. This enabled information to be published bilingually to the public, officers, and elected members in a timely manner.

The largest share of work came from the Schools Service (28.0%), with a significant proportion also coming from the Transformation and Communications Service (12.1%), the Property Service, Planning and Public Protection (10.5%) and the Department of Organizational and Workforce Development (10.0%).

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c. Policy Making Standards

Below is an outline of work we undertook during the 2021-22 financial year to comply with the Policy Making Standards and to improve how we consider the impact of our policies on the Welsh language in the county.

Digital Impact Assessment System

The aim of our digitised Impact Assessment system is to ensure no decision is made without full consideration given to what the effects will be. This includes considering the impact a policy has on opportunities for people to use the Welsh language, and ensuring we do not treat Welsh less favourably than English. Where a proposal shows actual or potential unlawful discrimination it is amended or stopped. Impact Assessments are a process of evaluating how our services and proposals might impact upon different types of people and communities. They help us to develop proposals in line with relevant legislation. We launched the system in April 2021 and have made further improvements and adjustments based on feedback from service areas and our own observations.

During 2021-2022 we have been looking at how we can use the system to see cumulative impacts of new proposals by a specific time or area of the county. From this we can see how many proposals had positive or negative impacts on the Welsh language. From this we aim to understand the impact and mitigate where possible.

We are looking at technical solutions to ensure both English and Welsh versions of Impact Assessments are published together after Portfolio Holder approval. We are amending our system so an Impact Assessment cannot be published on our public website until it has been translated into Welsh.

We provided training on the digitised system to staff in June, September and December of 2021. The Welsh Language Officer contributes to these sessions to raise awareness of the Standards relating to policy making.

Our Impact Assessment template contains the following questions:

1. Will the proposal change the linguistic nature of the community?
2. What opportunities does the proposal provide to develop Welsh language skills in the community?
3. Will the proposal increase or reduce opportunities for individuals to access services through the medium of Welsh?
4. Will the proposal increase or reduce the opportunities for individuals to use Welsh in a social environment?
5. Will the proposal increase or reduce opportunities for individuals to use Welsh in the workplace?
6. How will the proposal ensure Welsh-speaking service users receive services to the same standard as those who use services in English?
7. What opportunities are there in the proposal to promote the Welsh language and the services the Council provides in Welsh?

d. Operating Standards

Below is an outline of the work we have carried out during the 2021-22 financial year to comply with the Operational Standards and to improve the way we provide our staff with in-house information, resources, and services in Welsh.

Welsh Language Practice Group for Staff (“Clwb Clonc”)

As many of our staff are now working from home, some have fallen out of the habit of speaking and practising their Welsh. For staff who live in communities where there are few Welsh speakers, the office may have been one of the main places where they spoke Welsh. This means learners and Welsh speakers do not have as many opportunities to use, hear and speak the language as they did before the pandemic. Several members of staff have said their confidence and ability in Welsh has deteriorated since working from home.

As the late Aled Roberts, former Welsh Language Commissioner said, "The crisis has had a far-reaching impact on the language ... I am concerned the pandemic could have an impact on the aim of reaching a million Welsh speakers by the year 2050."

Our response

We will start a ‘Clwb Clonc’ (Welsh Conversation Group) in conjunction with Powys Teaching Health Board to ensure staff have opportunities to speak Welsh. The group will be for Welsh learners and speakers and will be held virtually during our well-being hour, between 12:30 to 13:30 each week. There will be two groups: one for learners at Entry and Foundation level, and a group for advanced learners and confident speakers.

We met with Carmarthenshire County Council’s Welsh Language Officer and Provision Lead for Welsh Learners to hear their experiences of running a Welsh conversational group in a way that provides focus and practical benefits to learners and speakers.

We are grateful to Carmarthenshire for sharing their ideas and experiences. With the advanced group we will invite guest speakers to talk on a variety of topics to engage the interest of a wide range of staff. We will also use materials such as [Y Pod](#), a collection of Welsh language podcasts recommended by Carmarthenshire. This will ensure sessions have focus, variety and structure. We will also use materials aimed at developing Welsh skills in the workplace.

By hearing Welsh of a high standard and speaking to others at a similar and more advanced level, our staff will be more confident in using Welsh in their work and when dealing with the public. We have set out a schedule for this in our 2022-2023 Work Plan.

We also provide a link to Menter Brycheiniog and Menter Maldwyn’s social media pages whenever we reply to a member of staff who contacts us about learning or improving their Welsh. These pages list events where Welsh speakers and learners can meet to use the language at social events throughout Powys.

E-mail signatures for Welsh speakers and learners

In accordance with Standard 134, we provided wording for e-mail signatures to enable staff to show whether they speak Welsh fluently or are learning the language. Staff can download the signatures easily from our Communications Toolkit on the intranet. We launched this as part

of a wider internal communications campaign about dealing with e-mails in Welsh according to the Standards.

Intranet

There is currently an issue with our intranet as the Welsh link on English pages does not link directly to the corresponding Welsh page. Instead, the user is directed back to the homepage which contravenes Standard 124. We are working with our Information Technology Department to rectify this as soon as possible.

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e. Promotion Standards

Promoting Welsh culture and events

Welsh Music Day

We launched an internal publicity campaign to promote Welsh Music Day on 4 February 2022 amongst our staff, sharing Welsh Government materials to promote Welsh culture and music. We also posted material on our social media platforms to highlight the event.

St David's Day Campaign

We issued an internal press release to staff to promote the Council's St David's Day celebrations. We included our responsibilities in relation to the Welsh Language Standards within the release.

We sent an e-mail to all staff and councillors with useful Welsh phrases for starting a conversation. The e-mail contained a link to general and work-based courses offered by Learn Welsh Ceredigion-Powys-Carmarthenshire. There was also a link to pages about the Welsh Language and Standards on our Communication Toolkit on the staff intranet.

We held a bilingual quiz at lunchtime on St David's Day for staff in conjunction with Menter Maldwyn and Powys Teaching Health Board.

We also shared messages on our social media platforms to celebrate St David's Day and promote the Welsh language and culture. There is an example below:



f. 2022-2023 Work Plan

	Activity	Relevant Sections of the Welsh Language Standards	Target Date
1	Review and strengthen our processes for receiving and handling phone calls in Welsh to ensure full compliance with Standards 8-22.	Service Delivery	November 2022
2	Strengthen our processes for receiving and responding to correspondence in Welsh and remind staff of the requirements of those Standards.	Service Delivery	Autumn 2022
3	Ensure English language versions of documents on our public website clearly state they are also available in Welsh.	Service Delivery	Spring 2023
4	Review the Welsh Language pages of our public website to correct minor errors and ensure all pages are fully operational.	Service Delivery	Spring 2023
5	<p>Conduct a full review of recruitment processes to ensure compliance with all relevant standards each time we advertise a post.</p> <p>Review the way we categorise the language requirements of new and vacant posts.</p> <p>Explain on all application forms for posts that we will provide a translation service from Welsh to English if desired.</p>	Operational Service Delivery	Autumn 2022
6	<p>Publish an interim document which records our arrangements for overseeing our compliance with the Welsh Language Standards.</p> <p>Produce and publish a more detailed Oversight Document following the Commissioner's Good Practice Guidance.</p>	Service Delivery Operational Policy Making	<p>May 2022 Completed</p> <p>October- November 2022</p>
7	<p>Liaise with third-party providers of the Council to remind them of the requirements of the service provision Standards with which they are under a duty to comply.</p> <p>We will inform them of the following support available:</p> <ul style="list-style-type: none"> The Council's Welsh Translation Unit and how to request translation work 	Service Delivery	Winter 2022 – Spring 2023

	<ul style="list-style-type: none"> • Courses and opportunities to develop the Welsh language skills of their staff, and useful resources including vocabulary and sentences for use when dealing with customers. • Invitations to the Council's Welsh conversation group where learners and speakers can practise their Welsh 		
8		Operational Service Delivery	To include in 2023-2024 work plan
9	Promote Welsh language courses to staff through Learn Welsh Ceredigion-Powys-Carmarthenshire and Nant Gwrtheyrn to increase the percentage of staff able to converse and provide the Active Offer in Welsh. Ensure 60+ staff register on courses.	Promotion Service Delivery	Summer2022
10	Amend our intranet pages to include a direct link to the corresponding Welsh page from English pages.	Operational	Spring 2023
11	Review our Current 5 Year Strategy using the Commissioner's guidance as follows: (a) assess the extent to which we have followed that strategy and met the target set; (b) publish the assessment on our website, ensuring it contains the following information - (i) the number and age of Welsh speakers in the county; (ii) a list of the activities we have organised or funded over the last five years to promote the use of Welsh.	Service Delivery Promotion	January-February 2023 following the release of the 2021 Census figures We will start the review through the Welsh Language Governance Panel in Autumn 2022 and will finalise it once the 2021 Welsh language census figures are released – expected Autumn 2022.
12			To include in 2023-2024 Work plan
13	Establish and hold quarterly meetings of the Powys Welsh Language Governance Group.	Operational	Autumn 2022

14	Hold quarterly meetings of the Powys Welsh Language Promotion, Challenge and Support Group after the full review in June 2022.	Operational Service Delivery	-Autumn 2022 following review of the Group in June 2022
15			Next financial year
16			Next financial year

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3. Complaints

Below we outline complaints received relating to the Welsh Language Standards together with details of the Standards Investigations carried out during the 2021-22 financial year.

We received a complaint on 10 December 2021 regarding the English translation of the street name Heol y Defaid (meaning Sheep Street) in Brecon. The complainant stated the English name, Ship Street, was not an accurate translation. However, the word *ship* in this instance has no maritime connections but is a corruption of 'sheep' as spoken in the old English dialect of this part of south Powys. Both the Welsh and English names refer to the tradition of drovers, for whom Brecon was an historically important centre.

In a letter dated 28 February 2022 the Commissioner stated that Ship Street was an historic adaptation of a name that had been in use for over two hundred years. An organisation's choice of the English translation of a Welsh name on a street sign was not an issue that came under the Standards. The Commissioner found no failure to comply with the Welsh Language Standards and decided not to investigate the complaint under section 71 of the Welsh Language Measure.

We received no other complaints or investigations.

4. Employee Welsh Language Skills

Information as of 27 March 2022.

Service	No data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Adult Services	4.23%	23.63%	43.70%	15.01%	5.59%	3.00%	4.84%
Children's Services	9.59%	13.58%	50.61%	14.54%	4.51%	3.45%	3.72%
Commissioning and Partnerships (Social Services)	4.47%	15.84%	45.30%	21.78%	6.48%	2.11%	4.01%
Highways, Transport and Recycling	15.81%	25.68%	40.72%	7.67%	3.87%	1.80%	4.43%
Housing and Community Development	28.61%	20.41%	33.32%	8.42%	4.14%	1.96%	3.14%
Property, Planning and Public Protection	24.35%	13.50%	40.23%	13.14%	2.92%	1.30%	4.55%
Schools Services	10.75%	4.95%	44.05%	16.80%	5.93%	6.85%	10.67%
Legal and Democratic	32.23%	11.41%	27.09%	12.16%	4.28%	2.85%	9.98%
Digital Services and the Economy	3.57%	21.73%	49.06%	12.43%	4.87%	1.63%	6.71%
Finance	0.91%	20.60%	52.33%	14.89%	3.76%	2.19%	5.32%
Transformation and Communication	2.32%	9.17%	41.30%	15.25%	7.33%	5.50%	19.13%
Workforce and Organisational Development	5.40%	15.94%	45.88%	15.07%	7.29%	5.82%	4.60%
Powys County Council Total for 2021-2022	14.77%	18.96%	41.87%	12.26%	4.56%	2.66%	4.93%
Powys County Council Total in 2020-2021	16.5%	20.9%	38.0%	10.2%	4.0%	2.5%	4.5%

- We now have language skills data for 85.19% of our staff. This represents an increase of 1.69% on the 2021 figure (83.5%)
- 18.96% of the Council's staff have no Welsh language skills
- 41.87% of staff have a basic knowledge of Welsh. This means they can pronounce Welsh place names and personal names correctly and use basic Welsh greetings
- 12.26% of staff can communicate simple, routine tasks and exchange information on familiar topics and activities. They can handle short social exchanges, although they usually cannot understand enough to keep the conversation going
- 4.93% of our staff report being at the highest level. This means they can take part in any conversation or discussion effortlessly and are familiar with idiomatic expressions and colloquialisms

5. Staff training courses offered in Welsh

Here we note the number of staff who attended training courses we offered in Welsh during the year, and the percentage of staff who attended these courses in Welsh.

This applies to specific courses named in the standards (i.e. recruitment and interviewing; performance management; grievance and disciplinary procedures; induction; dealing with the public; health and safety). It does not refer to Learn Welsh courses.

E-learning courses

	Number of Staff who did the training in Welsh	Number of Staff who did the training in English	Percentage of Staff who did the training in Welsh
Corporate Mandatory Safeguarding Training			
Adult Safeguarding Basic Awareness			
Child Protection and Safeguarding			
Cyber Security and GDPR			
Health and Safety in the Office			
Violence against Women, Domestic Abuse and Sexual Violence			
Effective Performance Management			
Equality Act (2010)			
Fraud Awareness			
Hand and Arm Vibration Awareness			
Legionella Control			
Manual Handling Module 'A' (Theory)			
Universal Credit Level 1			

We provide the following training courses bilingually: Child Protection and Safeguarding; Violence against Women; Cyber Security and GDPR; Domestic Abuse and Sexual Violence; Dementia Awareness training; Manual Handling (people); the Prevent course; and Social Care Wales and NHS Carers Awareness training. These courses are provided by external providers through the NHS and Home Office e-learning portals. Reporting on these courses, including the language in which they were accessed, is not currently available from the provider.

We provide further training digitally through Netconsent, software that requires employees to read policies, complete surveys and complete training before logging on to their PCs. This is provided in Welsh or English automatically, depending on the language selected by each user when they first access Netconsent. User language choice data isn't stored within Netconsent software, and it is therefore not possible to report on the number and percentage of users accessing this training in Welsh.

6. Recruitment

Below is a list of the number of new posts and vacancies we advertised in the year that were categorised with different Welsh language skills requirements.

Under our Recruitment and Welsh Language Policy, which became effective on 1 April 2018, Welsh language skills are necessary for every job we advertise. The recruitment manager assesses and determines the appropriate level from 1 to 5. This is set out in the job description and specification for each post we advertise.

Between 1 April 2021 and 31 March 2022 we advertised 1,271 jobs. This included posts within the authority and posts in schools. The level of Welsh language skills required for each post was as follows:

Welsh Language Skill Level	Number of Posts
1	1,158
2	40
3	9
4	1
5	63

The Welsh language skill levels Powys uses to categorize jobs is shown below:

Level 0

Very little or no knowledge of Welsh

Level 1

I can pronounce Welsh personal and place names correctly, and I can give and respond to basic greetings on the telephone or in person.

Level 2

I can communicate routine tasks requiring a simple exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.

Level 3

I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar or relevant to everyday life (e.g. family, hobbies, work).

Level 4

I can interact with a degree of fluency and spontaneity that makes interaction with native speakers possible. I can take an active part in discussion in familiar contexts.

Level 5

I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

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